

Career OPPORTUNITY

ELIGIBILITY WORKER I **MONO COUNTY DEPARTMENT OF SOCIAL SERVICES** **Monthly Salary: \$2,748 - \$3,339**

Application Deadline:
Open Until Filled

Written Examination:
To be Determined

Oral Examination Date:
To be Determined

Location:

The administrative offices for the Mono County Department of Social Services are located in Mammoth Lakes, Bridgeport, and Walker, California.

The existing eligible list will be abolished upon the completion of this examination.

The Position

Working under close supervision, Eligibility Worker I is the entry/trainee level in the Eligibility Worker series. Employees in this class receive in-service training, and are given detailed instructions in the performance of routine duties related to eligibility for public assistance programs and caseload administration. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Eligibility Worker II after one year of satisfactory performance at the trainee level.

Minimum Qualifications

While the following requirements outline the minimum qualifications, the department reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee an invitation to the test.

Two years of experience performing clerical duties;

OR

One year of experience determining eligibility for loans, financial assistance, unemployment or veterans benefits, or publicly or privately funded health, counseling or social services;

OR

Completion of 60 semester or 90 quarter college units.

Additional Information

License: A valid driver's license may be required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.



***SEE REVERSE FOR INSTRUCTIONS ON HOW
TO APPLY FOR THIS POSITION***

ELIGIBILITY WORKER

APPLICANT INFORMATION REGARDING THE NATURE OF WORK PERFORMED

INTRODUCTION

Submitting an application is the first step toward a valuable and rewarding career as an Eligibility Worker. We offer this additional information in an effort to provide you with a clear understanding of the nature of the job and its requirements. Please take the time to review this information prior to submitting an application.

NATURE OF WORK

The primary function of an Eligibility Worker involves determining the eligibility of applicants and recipients for public assistance programs. The work performed includes processing of a broad range of paperwork and entering information into a computer-based eligibility system with very time sensitive agency and legal deadlines. Typical duties include:

- Acting as the first contact for individuals seeking public assistance.
- Interviewing applicants and recipients (clients) to obtain and verify information needed to determine initial and/or ongoing eligibility for public assistance. This often requires obtaining information in difficult and/or emotional situations on issues such as earnings and financial obligations and/or parental status and living arrangements and maintaining control of the interview if the client becomes hostile or angry over the interview questions.
- Learning numerous state and federal program regulations and specific county practices through intensive training prior to full case assignment and ongoing training thereafter. The work of an Eligibility Worker is highly regulation driven with ongoing reliance on regulations.
- Instructing clients in the completion of various forms and reviewing applications for completeness and consistency.
- Explaining program benefits, requirements and procedures, including eligibility factors, to public assistance clients.
- In some cases, visiting clients in their homes for the purpose of obtaining and verifying information.
- Determining program eligibility in accordance with current regulations using the computer-based eligibility system.
- Researching questionable information provided by an applicant until satisfactory explanations regarding eligibility status are confirmed.
- Reporting cases where fraud is suspected.
- Advising clients of deadlines, timeframes, and necessary actions to be taken.
- Working with clients who often do not take the necessary actions within the required timeframe.
- Establishing and maintaining multiple case files through regular updating and review. Documenting all communications and contacts with clients.
- Planning and organizing a large caseload, ensuring that accuracy levels are maintained and that cases are processed within the specified timeframes set by federal and state regulations.
- Preparing system generated documents necessary to initiate, continue, and/or modify public assistance.

- Computing and authorizing grant amounts based on financial and family status. Computing CalWORK's budgets, Medi-Cal budgets, General Assistance budgets, and Food Stamps in order to calculate grants.
- Reviewing and explaining to clients public assistance amounts and authorizing payment of monthly benefits.
- Providing information and making routine referrals to resources available through the County and within the community for clients desiring or needing services. In some cases, Eligibility Workers also refer clients to and communicate with Social Workers and other staff to coordinate family services. Note: An Eligibility Worker's responsibilities do not include social service casework. An Eligibility Worker is not responsible for working with clients to attempt to resolve their personal or social problems.
- Keeping up to date on changes in rules, laws, procedures, etc. that affect processing timelines.

Eligibility Workers are expected to handle a high volume of work which is deadline driven. Applicants must be able to prioritize, plan and project their work, but at the same time be flexible to changes at any moment, such as unscheduled visits from clients.

It is important to understand that the actions you take as an Eligibility Worker impact the lives of clients and their families.

CONTROVERSIAL ISSUES

As an Eligibility Worker you may be required to take actions that conflict with your own values. An Eligibility Worker must be able to accept clients' differences and interact with them in a non-judgmental manner. Some of the controversial issues encountered in an Eligibility Worker environment include:

- Granting Medi-Cal for clients requesting abortions
- Granting Medi-Cal to minors without their parent's knowledge
- Clients with AIDS and other communicable diseases
- Applicants/recipients involved in Welfare fraud.
- Clients who have substance abuse dependency
- Clients who are domestic violence victims
- Clients who are mentally ill
- Clients with felony convictions
- Homeless individuals and families
- Elderly and/or disabled clients placed in long-term care facilities
- Mandatory report of child and adult abuse
- Clients whose life style, culture and/or values may be significantly different than your own

Mono County is an Equal Opportunity Employer

HOW TO APPLY FOR THIS EXAMINATION

Applicants must submit a completed MSS application. Applicants are encouraged to apply online by logging onto www.mss.ca.gov and following the instructions. Applicants without Internet access can obtain an application packet by contacting MSS, the Mono County Department of Social Services administrative offices, or the County Personnel Department. **Application documents must be mailed to the address below and received by close of business on the application deadline. POSTMARKS ARE NOT ACCEPTED.**

MERIT SYSTEM SERVICES

241 Lathrop Way, Sacramento, CA 95815
(916) 263-3614

Note: Your application and any additional material become the property of MSS and will not be returned. Please make a copy for your file.

THE EXAMINATION PROCESS

All completed applications will be screened against the Minimum Qualifications. Approved applications may be evaluated further to identify the most qualified applicants. When your status is determined, MSS will send you a letter via U.S. Mail informing you of such. Selected applicants will be invited to the next step of the examination process; see tentative dates on the front of this recruitment bulletin.

The examination process may include one or more of the following components: application evaluation, competitive rating of the application, and if required, a supplemental questionnaire; a written examination; job related exercise; and/or an oral examination.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS (see the phone number below) at least TWO WEEKS PRIOR to the scheduled examination date and to provide MSS with a letter of confirmation from a doctor, school, religious pastor, etc. This letter will need to be on their company letterhead. Don't forget to call or you may not be granted your special arrangement. The phone number is (916) 263-3614.

FOREIGN EDUCATION

Applicants who completed their education outside of the United States must submit verification of degree equivalency along with their application. You may contact Education Records Evaluation Service, Inc. (916) 921-0790 or visit their website at www.eres.com for information on equivalency. Additional organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree equivalency from any of the listed member agencies.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

Bulletin Issue Date: April 25, 2007